

Application No. 10/002,743  
Information Disclosure Statement

Attorney Docket No. 01702/LH

Customer No. 01933

**IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE**

Applicant(s): Toshio UENO  
Serial No. : 10/002,743  
Filed : November 2, 2001  
For : TECHNICAL SUPPORT SYSTEM  
Art Unit : 3623  
Examiner : Romain Jeanty

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N. Sahadeo  
Natalini P. Sahadeo

**INFORMATION DISCLOSURE STATEMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

S I R :

Submitted herewith is a form PTO/SB/08A listing documents  
cited in related applications Serial Nos. 10/002,740, 10/002,742,  
10/002,745 and 10/002,771.

A form PTO-2038 is enclosed to cover the USPTO fee of  
\$180.00 as set forth under 37 CFR 1.17(p) for filing an IDS at  
this stage of prosecution. In addition, authorization is hereby  
given to charge any fees which may be required and for which  
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Account No. 06-1378.

It is respectfully requested that the Examiner return an  
initialized copy of the attached form PTO/SB/08A to confirm that  
the documents listed thereon have all been considered and made of  
record.

Respectfully submitted,

Douglas Holtz  
Reg. No. 33,904

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APR 18 2006 INFORMATION DISCLOSURE STATEMENT BY APPLICANT		Application Number	10/002,743	
		Filing Date	November 2, 2001	
		First Named Inventor	Toshio UENO	
		Group Art Unit	3623	
		Examiner Name	Romain Jeanty	
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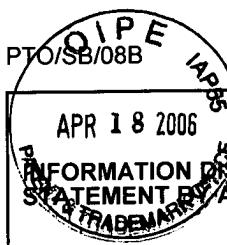
U.S. PATENT DOCUMENTS						
Exam. Inits*	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		5,754,938	A	HERZ et al	05-19-1998	
		5,895,450	A	SLOO	04-20-1999	
		6,073,161	A	DeBOSKEY et al	06-06-2000	
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		6,912,502	B1	BUDDLE et al	06-28-2005	

FOREIGN PATENT DOCUMENTS								
Exam. Inits*	Cite No <sup>1</sup>	Office <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>
Examiner Signature					Date Considered			

\* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Mark here if English translation is attached.

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<b>APR 18 2006</b> <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <b>TRADEMARK</b>		Application Number	10/002,743
		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	3623
		Examiner Name	Romain Jeanty
Sheet	2	of	2
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**NON PATENT LITERATURE DOCUMENTS**

Exam Inits	Cite No <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>6</sup>
		SANCES, Christina "Complaints are hidden treasure"; 9/1993; Journal for Quality & Participation Vol. 16, No. 5; Pages 78-82; ISSN: 1040-9602, Dialog Files 15, Accession No. 00772294.	
		G. KAPPEL, S. Rausch-Schott, W. Retschitzegger, "Coordination in Workflow Management Systems - A Rule-based Approach", Springer LNCS 1364, 1998.	
Examiner Signature		Date Considered	

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